

Troubleshooting Manual

Referral Agents

Click on the link below to go to the relevant section:

Contents

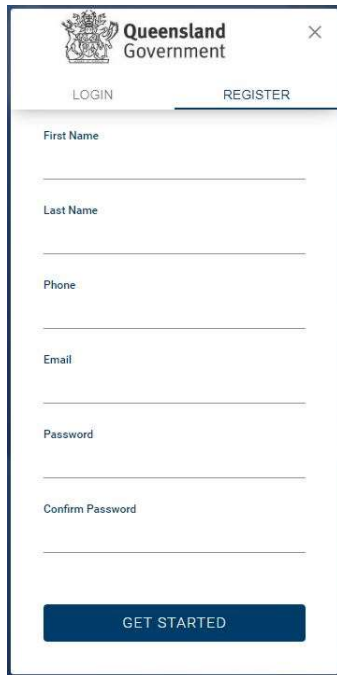
Register an Individual Account	3
Complete the Referral Agent Registration	8
How to send a voucher invitation.....	12
Apply for a Voucher	14
Print/Email your Play On! Voucher.....	20
Withdraw Your Application	21

Updated: 30/07/2025

Register an Individual Account

Go to <https://www.qld.gov.au/recreation/sports/funding/playon/apply>

1. Confirm the child/young person is eligible and click '[Register online now](#)'. Complete personal details
 - Please ensure you use your **official work email to register**
 - When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 10 characters and include one number, one UPPERCASE letter and one lowercase letter.



The screenshot shows a web form titled 'Queensland Government' with a 'REGISTER' tab selected. The form contains the following fields: First Name, Last Name, Phone, Email, Password, and Confirm Password. Each field has a corresponding input line. At the bottom of the form is a dark blue button labeled 'GET STARTED'.

2. Click 'Get Started'.

Errors

What kind of device and browser are you using?

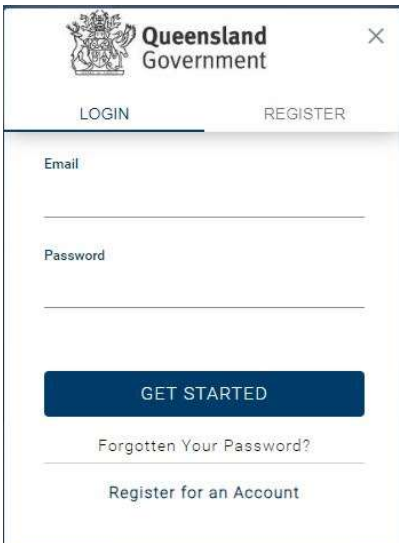
- Enquire must be used on a desktop computer, not a mobile phone.
- Where the Enquire site is not being displayed, first check if using a browser from the following list (please note: earlier versions of the below should support the Enquire site but have not been as thoroughly tested):
 - Internet Explorer 11
 - Google Chrome (latest version)
 - Mozilla Firefox (latest version)
 - Microsoft Edge (latest version)
 - Safari (latest version)
- Enquire may work on Linux or Ubuntu operating systems but this has not been tested and is not supported.

Accessibility issues

If using adaptive software, Internet Explorer works well.

3. Once registered, click 'Login'

- You can log in immediately, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.

A screenshot of a web form for the Queensland Government. At the top left is the Queensland Government crest and logo. To the right of the logo is a close button (X). Below the logo are two tabs: 'LOGIN' and 'REGISTER'. The 'REGISTER' tab is selected. The form contains two input fields: 'Email' and 'Password'. Below these fields is a large blue button labeled 'GET STARTED'. Underneath the button are two links: 'Forgotten Your Password?' and 'Register for an Account'.

4. Complete your User Profile

- Click 'I have read the Privacy Statement', which will open a pop-up on the screen.

User Errors

Have you entered your email address correctly?

- Check email address is correct. This is where any correspondence will be sent.

Are you entering a password with the required number of characters and numbers?

- Check the entered password is at least ten characters long and a combination of numbers and letters.

Have you entered a phone number?

- You need to enter a phone number so the system can confirm you haven't already got an account.

Email or phone number has already been registered

- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password click 'Forgotten Your Password?' under the login.

Your User Profile

Complete Your User Profile

Please complete the following with your details. Items with * are mandatory.

By clicking on the Privacy statement, you acknowledge that you have read and understood how the Department of Sport, Racing and Olympic and Paralympic Games (department) collects, stores, uses and discloses your personal information, as set out in the privacy statement.

Clicking the box will open a pop-up on the screen. Read the Privacy Statement and click 'OK' at the bottom to proceed.



By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *

- Read the Privacy Statement and click 'OK' at the bottom to proceed.

Privacy Statement

The Department of Sport, Racing and Olympic and Paralympic Games (department) manages personal information in accordance with the Information [Privacy Act 2009](#) (Qld).

The department is collecting personal information during the account registration process to set up an account in the Sport and Recreation Grant Registration Portal (Portal).

Your personal information will be used by the department in relation to your Portal account, for the purposes of assessing any applications for funding, as part of your involvement in any sport and recreation programs from applications for funding submitted through the Portal. Personal information will also be used to help the department monitor and evaluate current programs and future programs and resources.

The department may use and disclose personal information in the Portal or collected provided as part of an application for funding as outlined in the privacy statement for the relevant sport and recreation funding program.

Your personal information will not be published on the department's website. Your personal information will not be disclosed to any other parties unless authorised or required by law. Further information on how the department manages personal information can be found at <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>.

The Portal will also record persons who have clicked on the link.

The department reserves its right to update the privacy notice for the Portal, the amended policy will be posted to <https://www.sport.qld.gov.au/site-information/privacy> and will operate from the time it is posted.

OK

- Complete your details noting only sections marked with * are mandatory.
5. Please read the Terms and Conditions and then click the box to acknowledge you understand and agree to the Terms & Conditions.
 6. Click "Save" at the bottom to proceed.

Please read the [Privacy, terms and conditions](#).

☒ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

Once you have completed the above click 'Save' on the right to continue.

Cancel

Save

7. If you are on the '**Select Account Type**' screen, click 'Register' under Individual Account. You will be directed to your home page. From the home page you can apply for a voucher, access your User Profile to update your details or see any past vouchers.

Select Account Type

Individual Account

Apply for vouchers

If you are an individual applying for a voucher client 'Register' below to finalise your account.

Register

Business Account

Register below

Register

Complete the Referral Agent Registration

You will be directed to your home page. Click on 'Apply' next to 'Play On! Sports Vouchers program – Apply as a referral agent'.

Home

Upcoming Activities

Sort By

▼
↓

[Upcoming](#)
[Completed](#)
[All](#)

No results available

Events

Name	Opens	Closes	
SwimStart Round 3 - Apply for a voucher	7/7/2025 8:00 AM	24/7/2025 5:00 PM	Apply View Details
PlayOn! Sports Vouchers program - Apply for a Voucher			Apply View Details
PlayOn! Sports Vouchers program - apply as a referral agent	16/7/2025 8:00 AM	25/7/2025 5:00 PM	Apply View Details

1. Click to open and read the Privacy Statement'. You will need to click 'OK' in the pop-up.

PlayOn! Sports Vouchers program - apply as a referral agent

Referral Agent Application

If you are a player, parent, coach or club committee member you are not eligible to apply (in that capacity) to be a referral agent.

Referral agents help families who require assistance in obtaining a voucher as they have a genuine financial need to access a voucher.

Who is eligible to be a Referral Agent?

The department is looking to engage with Queenslanders who regularly work with children/young people or their families.

Referral agents must be aware of the obligations for referring a child/young person to the vouchers program. This includes:

- only referring a child/young person that you have known in your professional capacity for a minimum of three (3) months;
- agreeing to not refer immediate family;
- agreeing to not specify at which Activity Provider the voucher should be redeemed;
- upon request from the department, be able to justify the financial reason or disability the child/young person is experiencing to have been referred; and being aware of the privacy collection notice.

Once you have submitted the form, we will contact you within 10 business days with the outcome of your application.

If eligible, you will remain registered as a referral agent for the life of the program and do not need to re-register each round.

Privacy and Use of Information

The Department of Sport, Racing and Olympic and Paralympic Games (department) manages personal information in accordance with the Information Privacy Act 2009 (Qld).

Some personal information for example your name, position, organisation name, telephone number and email address will be provided to the department (by you or by the applicant for a voucher), as part of the PlayOn! Sports Voucher program (Program) voucher application process.

The department is collecting your personal information during the registration process to be a referral agent under the Program, as part of a voucher application, and/or during your participation in the Program (including any feedback or survey results provided) to assess your application for registration under the Program and to administer the Program.

Information (including personal information) may be:

1. used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
2. disclosed to the department's contractor/s engaged for the purposes of monitoring and/or evaluating the Program and/or
3. used by the department or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
4. used by the department or its contractor/s to contact your employer or organisation that you are contracted to that is connected with your eligibility to

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required to do so by law. Further information on how the department manages personal information can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves its right to update this privacy notice at any time. The amended privacy notice will be posted to <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will operate from the time it is published.

OK



By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement

Enter the required sections:

What is the professional position title/role?*

Required

Employer Type*

Required

Organisation name *

Required

0/255

How many children would you like to refer for a voucher?*

Required

Tick I agree, if you agree and click Save.

By clicking the box below you:

- confirm that you are the person named in the above
- agree to the terms and conditions of registering to become a referral agent found at <https://www.qld.gov.au/recreation/sports/funding/playon/referral/terms>
- agree to, where you apply for a voucher, comply with the terms and conditions for applying for a voucher found at <https://www.qld.gov.au/recreation/sports/funding/playon/referral/terms>
- agree to carry out your duties as a referral agent in the overall spirit of the program which is to assist children who can least afford to be active.

☒ I agree *

Click 'Save' to submit your registration.

Cancel

Save

Once submitted, you will be redirected to the home page.

Home

Upcoming Activities

Sort By ▼ ↓ [✕](#)

[Upcoming](#)
[Completed](#)
[All](#)

No results available

Events

Name	Opens	Closes
PlayOn! Sports Vouchers program - Apply for a Voucher		

[Apply](#)
[View Details](#)

PlayOn! Sports Vouchers program

Filter

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Panel Application has been submitted OK								

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

Registration will be assessed by the Department, and you will be advised of the outcome within 1-2 weeks.

If you are approved, and once a round has opened, you will be allocated vouchers subject to their availability. You will be notified via email and will be able to see vouchers allocated to you on your homepage.

You may apply for a voucher on the families' behalf or send the application on for them to complete (they will need to register an account).

How to send a voucher invitation

1. When you have been approved as a referral agent. Login and on your home page, click Play On! Round 11 – Apply for a Play On! voucher via a referral agent. Click Send Invitation.

PlayOn! Sports Vouchers program
Round 1 - Apply for a Play On! Sports
Voucher via a referral agent
5 Invitations

[View Details](#)

[Apply](#) [Send Invitation](#)

'Your Reference' is used for your information only.

The 'Email Address' is where the invitation will be sent.

Send an Invitation

Your Reference*

Email Address*

[Cancel](#) [Send Invitation](#)

- In 'Your Reference' enter the child/young person's name of who the voucher will be going to.
- In 'Email Address' – Enter the parent/carer/guardian's email address.

'Your Reference' is used for your information only.

The 'Email Address' is where the invitation will be sent.

Send an Invitation

Your Reference*

Email Address*

[Cancel](#) [Send Invitation](#)

Note:

- A list of all invitations you have sent this round will show in your home page.

PlayOn! Sports Vouchers program Round
1 - Apply for a Play On! Sports Voucher
via a referral agent
3 Invitations

Apply

Send Invitation

[View Details](#)

✉

Referred Invitations

Reference	Email	Invitation Status	Resend
Test Parent 1	testparent1@example.com	Sent	<div>Resend Invitation</div>

- You can resend invitations or redirect them by clicking 'Resend Invitation' and entering a reference and email address.

✉

Referred Invitations

Reference	Email	Invitation Status	Resend
scott cook	scook@org.com	Sent	<div>Resend Invitation</div>

- Each invitation may only be used once, so if you send an invitation to a new email address, only one of the recipients will be able to use it.
- When an invitation has been accepted, the Invitation Status will change to Used.

✉

Referred Invitations

Reference	Email	Invitation Status	Resend
scott cook	scook@org.com	Sent	<div>Resend Invitation</div>

Apply for a Voucher

If you are applying on behalf of the parent, please complete the below application.

1. When you are logged in and on your home page, click 'Apply' next to Play On! Round 11 – Apply for a Play On! voucher via a referral agent.

Apply for a Play On! Sports Voucher via a referral agent

<
Submit
>
Download

User Profile

- Child/Young Person Details
- Questionnaire
- Submit

You have 30 minutes to complete your application

To be eligible for a PlayOn! Sports Vouchers program Referral Agent voucher

- Your residential address is located in Queensland
- Your child is 5 to 17 years of age
- Your child is only eligible for one voucher per financial year
- Only one child per application

☐ By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *

Are you a Referral Agent completing the application form? *

- A pop-up will appear. Click OK, if you agree.



Privacy and Use of Information

The Department of Sport, Racing and Olympic and Paralympic Games (the department) manages personal information in accordance with the Queensland Privacy Principles (QPPs) under *Information Privacy Act 2009* (Qld).

Some personal information, such as your name, position, organisation name, telephone number and email address, will be provided to the department (by you or by the applicant for a voucher) as part of the PlayOn! Sports Vouchers program (program) application process.

Your personal information may be:

- used by the department to monitor and evaluate its programs, including the PlayOn! Sports Vouchers program.
- disclosed to contractors engaged by the department to assist with monitoring, evaluating, or administering the program. These contractors are required to comply with strict confidentiality and privacy obligations under the QPPs.
- used by the department or its contractors to contact you to gather feedback or invite you to participate in a survey about the program.

If you choose not to give us your personal information or to not consent to our collection of such information, this may impact your ongoing involvement in the program.

The department takes reasonable steps to ensure that personal information is stored securely and protected from unauthorised access, loss, misuse, or disclosure.

Personal information collected as part of the program will be retained only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or as required by law. After this period, the information will be securely destroyed.

You have the right to request access to or correction of your personal information held by the department. To make a request, please contact the department's Privacy Team at sportprivacy@sport.qld.gov.au.

Your personal information will not be disclosed outside Queensland or Australia unless authorised by law or with your consent.

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required by law. Further information on how the department manages personal information, how you can make a complaint about how we handled your personal information and how your complaint will be handled, can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves the right to update this privacy notice for ongoing collections at any time. The amended privacy notice will be posted at <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will take effect from the time it is published.

OK

- Use the drop down on the right hand side to answer Yes, if you are a Referral Agent completing the application form.
- Enter the parent/guardian details for whom you are competing an application for a voucher.

Are you a Referral Agent completing the application form?*

Yes

Please enter the details of the parent/guardian for whom you are completing an application for a voucher.

Parent/Carer/Guardian First Name*

0/255

Parent/Carer/Guardian Surname*

0/255

Parent/Carer/Guardian Email Address

0/255

Parent/Carer/Guardian Town/Suburb*

0/255

Parent/Carer/Guardian State*

0/255

- Click on the right arrow to proceed with the application.

< Save • Submit >

- Enter the child/young person's details of who will be receiving the voucher.

PlayOn! Sports vouchers program Round 1 -
Apply for a Play On! Sports Voucher via a
referral agent

< Submit >

User Profile
Child/Young Person Details
Questionnaire
Submit

Child/Young Person Details

There is a limit of one voucher per child/young person per calendar year. If a child receives a voucher in the January round, they would not be eligible for another voucher until January the following year, even if the voucher was not used.

Child First Name*

Test

4/255

Child Middle Name Initial

0/255

Child Surname*

Child10

7/255

Child DOB (dd/mm/yyyy)*

12/05/2017

Use the calendar icon placed to the right of the cell to select the select their date of birth.

Age

8

Gender*

Male

- Enter the child/young person's address.

Child/Young Person's Address

Line 1*

Line 2

Start typing to search for an address...

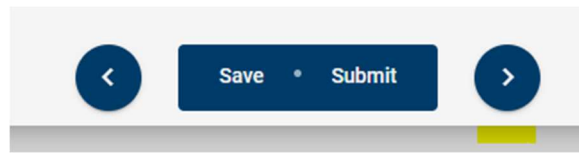
Town/Suburb*

State of residence*

Postcode*

Country*

- Click the right arrow to progress.



- Complete the Questionnaire. Noting only the questions with an * are mandatory.

User Profile

Child/Young Person Details

Questionnaire

Submit

Questionnaire

Please select the relevant response/s relating to the child/young person.

Has the child/young person participated in sport or recreation before? * ☐ No ☐ Yes

Does the child/young person identify as being of Aboriginal and/or Torres Strait Islander descent?*

Does the child/young person speak a language other than English at home?*

Did the child/young person or a parent/carer/guardian migrate to Australia?*

Does the child/young person have a disability?*

Did the child/young person participate in any activities for sport, exercise or recreation over the last 12 months?*

Were there any barriers to the child/young person participating in more physical activity over the last 12 months? (Select all that apply) *

- ☐ Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)
- ☐ Cost of participation is too expensive
- ☐ Disability/illness/injury
- ☐ Enough physical activity at school/Kindergarten
- ☐ Motivation factors (e.g. not interested, doesn't like physical activity, lazy, tired)
- ☐ No suitable Activity providers near me
- ☐ Not enough time/too many commitments
- ☐ Psychological factors (e.g. fear, body image)

Were there any additional barriers to the child/young person participating in more physical activity over the last 12 months?

0/25

Were there any barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months? (Select all that apply) *

- ☐ Caring commitments for children/or others
- ☐ Lack of flexible activities or options of activities/places
- ☐ Not enough time/too many commitments
- ☐ Parent/carer disability/illness/injury
- ☐ Safety related
- ☐ Too expensive
- ☐ Transport factors (can't get there/too far)
- ☐ Work commitments

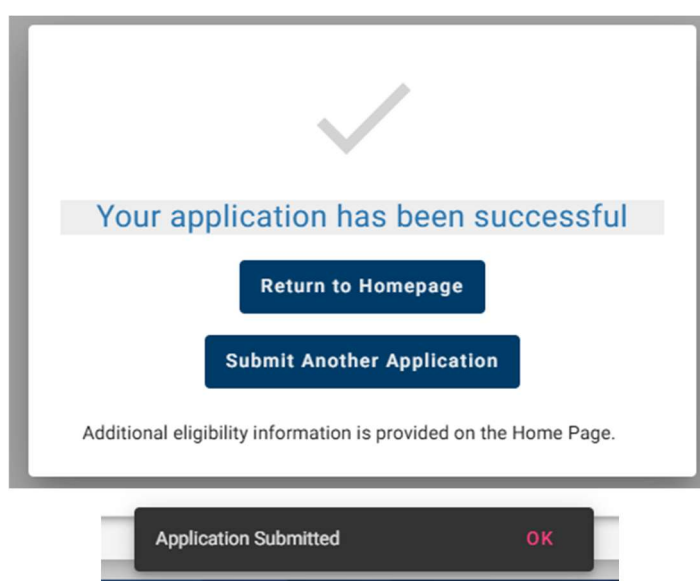
Were there any additional barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months?

0/25



- Once your application is complete, read the terms and conditions and if agree, click submit.

- A pop-up message will appear if your application for a voucher has been successful or deemed ineligible.



2. Voucher notification

- You will be notified on screen if you are successful/unsuccessful in your application.
- If you are **successful** in obtaining a voucher, you can access a copy of your voucher from the home page.
 - All your voucher applications will be listed under the 'Voucher' heading. Find your eligible voucher and click 'Download' on the right-hand side.
 - You can print your voucher or email it directly to your chosen activity provider. A PDF file of the voucher will also be sent to the email address you registered with.
 - You can then email the voucher to the parent/carer/guardian.

Vouchers

Filter							
Application Status	Eligibility Status	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	[REDACTED]					Download

If you are **unsuccessful** in obtaining a voucher the reasons will be displayed. Further information may be available on the home page under the 'Voucher' heading.

You can 'Log out' of Enquire or exit the browser.



 User Profile

 Log Out

User Errors

The applicant reports a duplicate voucher for a child/young person

- If the parent/guardian applies for a voucher and inputs the incorrect details and subsequently completes the application process a second time (creating a duplicate voucher), please confirm with the parent/guardian which voucher they will present at the club. Place their details on the database and advise the voucher/application number to be retained and the one that should be made ineligible. Please include the following:
 - parent/guardian name
 - parent/guardian email
 - contact phone number
 - child's name
 - voucher numbers.

Possible Technical Issues

Voucher is not being displayed

- Reader version 9 or higher is required by Enquire and can be downloaded for free at <http://get.adobe.com/reader/>. Other Windows based PDF readers are not supported.
- If the voucher is not downloading, you may need to use a different browser.

Adobe Reader

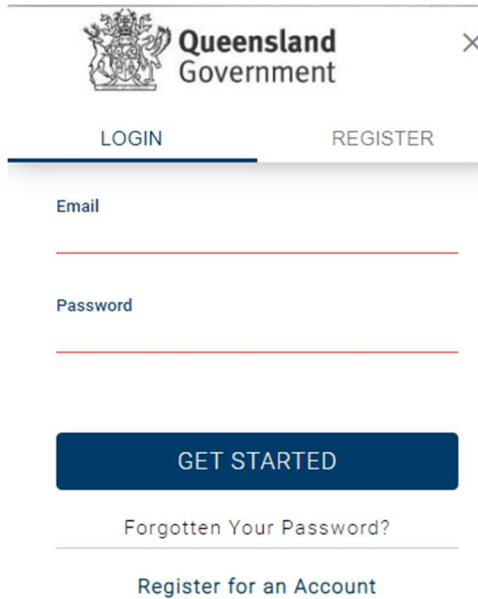
- The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons, for vouchers to display and function correctly.
- **Disabling add-on in Internet explorer**
 - From the Tools menu, select Manage Add-ons, then select Enable or Disable Add-ons.
 - Highlight the Adobe add-ons and select Enable. Click OK.
 - Highlight any add-ons that mention 'anti-virus' and select Disable. Click OK.
- **Disabling add-on or 'extensions' in Google Chrome**
 - In the address bar type 'chrome://extensions'.
 - Un-tick 'Enabled' next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Safari**
 - In the help menu select 'Installed Plug-ins'
 - Click the 'Disable' button next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Firefox**
 - In the address bar type 'about: addons'.
 - Click the 'Disable' button next to the anti-virus name (could be multiple entries).

Clients experiencing technical issues during the voucher application process

- If a client experiences a technical issue during the application process, they should close all windows and try another browser, if possible.

Print/Email your Play On! Voucher

1. You can print a copy of your voucher at any time by logging into your [Enquire](#) account.



The image shows the Queensland Government login and registration page. At the top is the Queensland Government logo and a close button (X). Below are two tabs: 'LOGIN' (selected) and 'REGISTER'. Under the 'LOGIN' tab, there are input fields for 'Email' and 'Password', each with a red underline. Below these fields is a dark blue button labeled 'GET STARTED'. Underneath the button is a link 'Forgotten Your Password?' and at the bottom, a link 'Register for an Account'.

2. Under the Vouchers heading, find the relevant voucher. You can filter vouchers (search for a specific voucher) by typing the child/young person's name.

Vouchers

Filter

Application Status	Eligibility Status	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
--------------------	--------------------	------------	-------------------	-------------	--------------	-----------------	-------------

3. Click 'Download' on the right-hand side.

Vouchers

Filter

Application Status	Eligibility Status	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	[REDACTED]					Download

4. Open the voucher.



5. Hover your mouse over the pdf, right click and click '**Print**'
6. To email your voucher, right click, 'Save As' to your computer and then attach it to your email.

User Errors

I can't redeem my voucher

- When successful in obtaining a voucher, you don't need to redeem this online, just present the voucher to the activity provider.
- You can do this by printing your voucher and taking it to the activity provider the child/young person wishes to join or emailing it directly to them.
- You can then exit Enquire.

Possible Technical Issues

Vouchers have a different status, or the status has changed.

- 'Eligible' – the child or young person has been successful in applying for a voucher
- 'Draft' – the application for a voucher is incomplete
- 'Ineligible' – the child or young person does not meet the program criteria. The reasons will be displayed below the status.

How do I know if the activity provider has redeemed the voucher?

- When a club has redeemed the voucher, the amount it has been redeemed for, the activity provider's name and the redemption date will show next to the voucher on your home page.

Withdraw Your Application

If you no longer wish to be a registered referral agent, or submitted the application in error, please email playon@sport.qld.gov.au confirming you wish you withdraw the application.